

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 3270 **TITLE:** LONG-TERM CARE OMBUDSMAN **GRADE:** S-26

DEFINITION:

Under direction, to provide program planning, administration, and evaluation services as manager of the state mandated Northern Virginia Regional Area Long-Term Care Ombudsman Program; to ensure comprehensive professional advocacy services for residents of long-term care facilities and recipients of adult/home care services; to supervise program staff and volunteer workers in the investigation and resolution of long-term care complaints; to assist in the development and implementation of statewide legislation relating to the Ombudsman program and to insure citizen awareness and effective usage of the program services; and performs related work as required.

ILLUSTRATIVE DUTIES:

Develops program goals and objectives and evaluates program effectiveness in meeting stated goals and objectives;
Collects statistical, financial, and programmatic data and prepares or oversees the preparation of required reports for state, county and federal oversight agencies;
Represents the program at state functions and with nursing homes, adult homes, home-based care providers and other advocacy services;
Participates in formal court and/or legal hearings including but not limited to expert testimony as certified ombudsman;
Pursues and/or coordinates enforcement of state and/or federal statutes governing services provided by nursing homes, adult homes, and home-based care providers;
Supervises recruitment and training of program staff and volunteer ombudsman positions;
Plans, assigns, and evaluates work of subordinate staff and volunteers;
Provides information to the public and public agencies about the problems of older persons residing in long-term care facilities and adult homes, and those receiving home care;
Makes presentations to groups and organizations on topics related to the ombudsman program;
Participates in development of legislative updates, modifications, or subsequent implementation regulations;
Ensures the provision of resources required for program operation through the budget process;
Staffs the policy board (comprised of the directors of local Area Agencies on Aging) in the participating jurisdictions;
Provides consumer information on the types and frequencies of complaints in care facilities.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Familiarity with human services (e.g. social services, mental health services, adult protective services) in each of the participating jurisdictions in Northern Virginia area;
Considerable knowledge of county, state, and federal laws, regulations, court decisions, and issues related to long-term care;
Knowledge of the long-term care industry and aging issues;
Considerable knowledge of techniques involved in complaint investigation and resolution;

Demonstrated interpersonal and organizational skills;
Effective oral and written communication skills, including effective presentation skills;
Basic knowledge of budget preparation procedures;
Basic knowledge of statistics.

EMPLOYMENT STANDARDS:

Any combination of education, experience, and training equivalent to the following: Graduation from an accredited four-year college or university with a degree in social work, gerontology, nursing, or related field; PLUS Four years experience in long-term care complaint investigation and resolution or similar advocacy/mediation work.

CERTIFICATES AND LICENSES REQUIRED:

Virginia state certification as an ombudsman.

ESTABLISHED: February 11, 1991